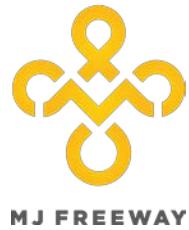


SUBCONTRACTOR CHANGE ORDER



AGREEMENT NAME	Subcontractor Agreement dated April 18, 2017 between MJ Freeway, LLC and TreCom Systems Group, Inc.		
CONTRACT NO.	Subcontractor Agreement associated with Prime Contract RFQ 6100040415	CHANGE ORDER NO.	2.0
REQUESTING PARTY	MJ Freeway, LLC	DATE OF REQUEST	June 28, 2017

ITEM	DESCRIPTION
Section 7 is amended to add the following services:	<p>Tier 1/Dispatch services will be provided for the period 10 July 2017 – 28 October 2017. The following support related Service Level Agreements are waived during this period:</p> <ol style="list-style-type: none"> 1. First Call Resolution 2. Calls that receive a busy signal 3. Dropped call by user rate 4. On hold wait time <p>All SLAs for performance metrics not included in the list above shall remain in full force and effect.</p> <p>During this period, TreCom Systems Group Tier 1/Dispatch team will track the following metrics:</p> <ol style="list-style-type: none"> 1. Total calls per day 2. Per call ACD stats – hold time & talk time 3. Calls closed by dispatcher This will be manually tracked via an Excel spreadsheet 4. Dispatcher escalation to Tier 1 5. Call type (i.e. user issue, program questions, technical problem, etc.) This will require classification codes to be added within SalesForce to track.
Section 11 is amended to include the following dates:	Tier 1/Dispatch services will be provided for the period 10 July 2017 – 28 October 2017.
Section 12 is amended to add the following payment information:	Prime Contract Change order #2 has been approved to fund the additional Tier1/Dispatch services for the period 10 July 2017 – 28 October 2017. TreCom to be paid \$25,000.000 for the additional services rendered during this period. This item will be included by MJ Freeway in the 1 August 2017 invoice to PA DOH and paid to TreCom per contract terms.

Subject to the modifications herein, the Subcontractor Agreement shall remain in full force and effect.

This change order shall become binding upon execution.

Executed by:

Contractor

MJ Freeway, LLC

By: 

Signature

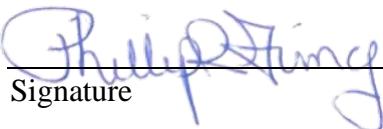
Amy A. Poinsett
Printed Name

CEO
Title

July 6, 2017
Date

Subcontractor

TreCom Systems Group, Inc.

By: 

Signature

Phillip R. Gring
Printed Name

Chief Operating Officer
Title

July 7, 2017
Date

SUBCONTRACTOR CHANGE ORDER



AGREEMENT NAME	Subcontractor Agreement dated April 18, 2017 between MJ Freeway, LLC and TreCom Systems Group, Inc.		
CONTRACT NO.	Subcontractor Agreement associated with Prime Contract RFQ 6100040415	CHANGE ORDER NO.	5
REQUESTING PARTY	MJ Freeway, LLC	DATE OF REQUEST	October 6, 2017

ITEM	DESCRIPTION
Section 7 is amended to add the following services:	<p>Tier 1/Dispatch services will be provided for the period 29 October 2017 - 31 January 2018. The following support related Service Level Agreements are waived during this period:</p> <ol style="list-style-type: none"> 1. First Call Resolution 2. Calls that receive a busy signal 3. Dropped call by user rate 4. On hold wait time <p>All SLAs for performance metrics not included in the list above shall remain in full force and effect.</p> <p>During this period, TreCom Systems Group Tier 1/Dispatch team will track the following metrics:</p> <ol style="list-style-type: none"> 1. Total calls per day 2. Per call ACD stats – hold time & talk time 3. Calls closed by dispatcher 4. Dispatcher escalation to Tier 1 5. Call type (i.e. user issue, program questions, technical problem, etc.)
Section 11 is amended to include the following dates:	Tier 1/Dispatch services will be provided for the period 29 October 2017 - 31 January 2018.
Section 12 is amended to add the following payment information:	Prime Contract Change order #5 has been approved to fund the additional Tier1/Dispatch services for the period 29 October 2017 - 31 January 2018. TreCom to be paid \$47,800.00 for the additional services rendered during this period. This item will be included by MJ Freeway in the 1 November 2017 invoice to PA DOH and paid to TreCom per contract terms.

Subject to the modifications herein, the Subcontractor Agreement shall remain in full force and effect.

This change order shall become binding upon execution.

Executed by:

Contractor

MJ Freeway, LLC

By: 
Signature

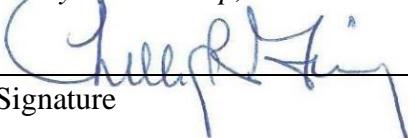
Amy A. Poinsett
Printed Name

CEO
Title

October 6, 2017
Date

Subcontractor

TreCom Systems Group, Inc.

By: 
Signature

Phillip R. Gring
Printed Name

COO
Title

October 9, 2017
Date

SUBCONTRACTOR CHANGE ORDER



AGREEMENT NAME	Subcontractor Agreement dated April 18, 2017 between MJ Freeway, LLC and TreCom Systems Group, Inc.		
CONTRACT NO.	Subcontractor Agreement associated with Prime Contract RFQ 6100040415	CHANGE ORDER NO.	9
REQUESTING PARTY	MJ Freeway, LLC	DATE OF REQUEST	January 22, 2018

ITEM	DESCRIPTION
Section 7 is amended to add the following services:	<p>Tier 1/Dispatch services will be provided for the period 01 February 2018 – 30 April 2018. The following support related Service Level Agreements are waived during this period:</p> <ol style="list-style-type: none"> 1. First Call Resolution 2. Calls that receive a busy signal 3. Dropped call by user rate 4. On hold wait time 5. Response time to respond to a voicemail <p>All SLAs for performance metrics not included in the list above shall remain in full force and effect.</p> <p>During this period, TreCom Systems Group Tier 1/Dispatch team will track the following metrics:</p> <ol style="list-style-type: none"> 1. Total calls per day 2. Per call ACD stats – hold time & talk time 3. Calls closed by dispatcher 4. Dispatcher escalation to Tier 1 5. Call type (i.e. user issue, program questions, technical problem, etc.)
Section 11 is amended to include the following dates:	Tier 1/Dispatch services will be provided for the period 01 February 2018 - 30 April 2018.
Section 12 is amended to add the following payment information:	<p>Prime Contract Change order 9 has been approved to fund the additional Tier1/Dispatch services for the period 01 February 2018 - 30 April 2018. TreCom to be paid \$71,700.00 for the additional services rendered during this period.</p> <p>This item will be included by MJ Freeway in the 1 February 2018 invoice to PA DOH and paid to TreCom per contract terms.</p>

Subject to the modifications herein, the Subcontractor Agreement shall remain in full force and effect.

This change order shall become binding upon execution.

Executed by:

Contractor

MJ Freeway, LLC

By: 
Signature

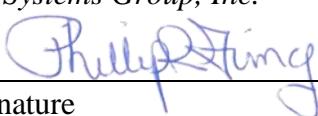
Amy A. Poinsett
Printed Name

CEO
Title

1/31/18
Date

Subcontractor

TreCom Systems Group, Inc.

By: 
Signature

Phillip R. Gring
Printed Name

COO
Title

January 31, 2018
Date

SUBCONTRACTOR CHANGE ORDER



AGREEMENT NAME	Subcontractor Agreement dated April 18, 2017 between MJ Freeway, LLC and TreCom Systems Group, Inc.		
CONTRACT NO.	Subcontractor Agreement associated with Prime Contract RFQ 6100040415	CHANGE ORDER NO.	10
REQUESTING PARTY	MJ Freeway, LLC	DATE OF REQUEST	April 4, 2018

ITEM	DESCRIPTION
Section 7 is amended to add the following services:	<p>Tier 1/Dispatch services will be provided for the period 01 May 2018 – 30 June 2018. The following support related Service Level Agreements are waived during this period:</p> <ol style="list-style-type: none"> 1. First Call Resolution 2. Calls that receive a busy signal 3. Dropped call by user rate 4. On hold wait time 5. Response time to respond to a voicemail <p>All SLAs for performance metrics not included in the list above shall remain in full force and effect.</p> <p>During this period, TreCom Systems Group Tier 1/Dispatch team will track the following metrics:</p> <ol style="list-style-type: none"> 1. Total calls per day 2. Per call ACD stats – hold time & talk time 3. Calls closed by dispatcher 4. Dispatcher escalation to Tier 1 5. Call type (i.e. user issue, program questions, technical problem, etc.)
Section 11 is amended to include the following dates:	Tier 1/Dispatch services will be provided for the period 01 May 2018 - 30 June 2018.
Section 12 is amended to add the following payment information:	<p>Prime Contract Change order 10 has been approved to fund the additional Tier1/Dispatch services for the period 01 May 2018 - 30 June 2018. TreCom to be paid \$47,800.00 for the additional services rendered during this period.</p> <p>This item will be included by MJ Freeway in the 1 May 2018 invoice to the PD DOH and paid to TreCom per contract terms.</p>

Subject to the modifications herein, the Subcontractor Agreement shall remain in full force and effect.

This change order shall become binding upon execution.

Executed by:

Contractor

MJ Freeway, LLC

By: 
Signature

Amy A. Poinsett
Printed Name

CEO
Title

Date April 23, 2018

Subcontractor

TreCom Systems Group, Inc.

By: 
Signature

Phillip R. Gring
Printed Name

COO
Title

April 4, 2018
Date

SUBCONTRACTOR CHANGE ORDER



AGREEMENT NAME	Subcontractor Agreement dated April 18, 2017 between MJ Freeway, LLC and TreCom Systems Group, Inc.		
CONTRACT NO.	Subcontractor Agreement associated with Prime Contract RFQ 6100040415	CHANGE ORDER NO.	11
REQUESTING PARTY	MJ Freeway, LLC	DATE OF REQUEST	June 19, 2018

ITEM	DESCRIPTION
Section 7 is amended to add the following services:	<p>Tier 1/Dispatch services will be provided for the period 01 July 2018 – 31 December 2018. This Change Order 11 extends the current Tier1/Dispatch resources and adds an additional five (5) Tier 1/Dispatch resources. Change Order 11 also includes TreCom providing all Tier 1/Dispatch support services during the hours of 7 AM – 5 PM Eastern Time, 365 days of the year. The additional resources are necessary to address the continued increased call volumes/average length of calls to provide proper support to the Pennsylvania Medical Marijuana Program. The following support related Service Level Agreements are waived during this period:</p> <ol style="list-style-type: none"> 1. First Call Resolution 2. Calls that receive a busy signal 3. Dropped call by user rate 4. On hold wait time <p>During the period of 01 July 2018 - 21 December 2018, TreCom will be held to the following SLA:</p> <p>TreCom's goal during this period is to have 65% of the incoming calls that go to voicemail be responded to by the end of the calendar month. This metric is based on the current average daily call volume of 550 calls/day, and a per call average duration of 8 minutes. In the event the average daily call volume for a given month exceeds 575 calls/day then the goal will need to be adjusted as agreed to between TreCom and MJ Freeway.</p> <p>TreCom will not be held accountable for any missed SLA due to changes in system functionality, legislation, expansion in medical marijuana business processes, or identified system defects that are not resolved in a timely manner.</p> <p>During this period, TreCom Systems Group Tier 1/Dispatch team will track the following metrics:</p> <ol style="list-style-type: none"> 1. Total calls per day 2. Dropped Calls per day <p>Change Order 11 also includes IVR configuration, customization, reporting, and support provided by TreCom for the period 01 July 2018 – 31 December 2018.</p>

Section 11 is amended to include the following dates:	Tier 1/Dispatch and IVR services will be provided for the period 01 July 2018 – 31 December 2018.
Section 12 is amended to add the following payment information:	<p>Prime Contract Change Order 11 has been approved to fund the additional Tier1/Dispatch and IVR services for the period 01 July 2018 – 31 December 2018. TreCom to be paid an additional \$462,000.00 for the additional services rendered during this period.</p> <p>This additional cost will be included by MJ Freeway in the invoices listed below and is in addition to the current contracted quarterly costs to the PA DOH and paid to TreCom per contract terms.</p> <p>August 1, 2018 - Additional \$312,500.00 November 1, 2018 – Additional \$149,500.00</p>

Subject to the modifications herein, the Subcontractor Agreement shall remain in full force and effect.

This change order shall become binding upon execution.

Executed by:

Contractor

MJ Freeway, LLC

By: 
 Signature

Jessica Billingsley

Printed Name

CEO

Title

Date

Subcontractor

TreCom Systems Group, Inc.

By: 
 Signature

Phillip R. Gring

Printed Name

COO

Title

June 19, 2018

Date

SUBCONTRACTOR CHANGE ORDER



AGREEMENT NAME	Subcontractor Agreement dated April 18, 2017 between MJ Freeway, LLC and TreCom Systems Group, Inc.		
CONTRACT NO.	Subcontractor Agreement associated with Prime Contract RFQ 6100040415	CHANGE ORDER NO.	12
REQUESTING PARTY	MJ Freeway, LLC	DATE OF REQUEST	September 18, 2018

ITEM	DESCRIPTION
Section 7 is amended to add the following services:	<p>Tier 1/Dispatch services will be provided for the period 01 January 2019 – 30 June 2019. This Change Order 12 extends the current Tier1/Dispatch resources and adds an additional five (5) Tier 1/Dispatch resources. Change Order 12 also includes TreCom providing all Tier 1/Dispatch support services during the hours of 7 AM – 5 PM Eastern Time, 365 days of the year. The additional resources are necessary to address the continued increased call volumes/average length of calls to provide proper support to the Pennsylvania Medical Marijuana Program. The following support related Service Level Agreements are waived during this period:</p> <ol style="list-style-type: none"> 1. First Call Resolution 2. Calls that receive a busy signal 3. Dropped call by user rate 4. On hold wait time 5. Response time to respond to a voicemail and other contact methods <p>All SLAs for performance metrics not included in the list above shall remain in full force and effect.</p> <p>During this period, TreCom Systems Group Tier 1/Dispatch team will track the following metrics:</p> <ol style="list-style-type: none"> 1. Total calls per day 2. Per call ACD stats – hold time & talk time 3. Calls closed by dispatcher 4. Dispatcher escalation to Tier 1 5. Call type (i.e. user issue, program questions, technical problem, etc.) <p>Change Order 12 also includes ongoing IVR configuration, customization, reporting, and support provided by TreCom for the period 01 January 2019 – 30 June 2019.</p>
Section 11 is amended to include the following dates:	Tier 1/Dispatch and IVR services will be provided for the period 01 January 2019 – 30 June 2019.
Section 12 is amended to add the	Prime Contract Change Order 12 has been approved to fund the additional Tier1/Dispatch and IVR services for the period 01 January 2019 – 30 June 2019. TreCom to be paid an additional \$462,000.00 for the additional services rendered during this period.

following payment information:	<p>This additional cost will be included by MJ Freeway in the invoices listed below and is in addition to the current contracted quarterly costs to the PA DOH and paid to TreCom per contract terms.</p> <p>November 1, 2018 - Additional \$226,500.00 (Replaces Amount in Change Order #11)</p> <p>February 1, 2019 – Additional \$231,000.00</p> <p>May 1, 2019 – Additional \$154,000.00</p>
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Subject to the modifications herein, the Subcontractor Agreement shall remain in full force and effect.

This change order shall become binding upon execution.

Executed by:

Contractor

MJ Freeway, LLC

By: Jessica Billingsley

Signature



Printed Name

Title CEO

Date 11/27/18

Subcontractor

TreCom Systems Group, Inc.

By: Phillip R. Gring

Signature



Printed Name

COO

Title

September 18, 2018

Date

From: [Todd Caldwell](#)
To: [Phil Gring](#); [Jeremy Raulerson](#)
Cc: [Ian Block](#)
Subject: TreCom and MJF IVR Extension Update
Date: Thursday, June 13, 2019 4:15:15 PM
Attachments: [image001.png](#)

Phil

The IVR extension from Jul to Dec 2019 purchase order was signed and approved. PO is being prepared and should see soon from PA procurement. SO TreCom can continue with that support. Thanks

v/r



/ Todd Caldwell
/ Director of Regulatory Systems
/ p 888.932.6537 x857
/ m 720.325.2306
/ e todd.caldwell@mjfreeway.com

CONFIDENTIAL DISCLOSURE STATEMENT

This communication and any documents accompanying this statement contain information from MJ Freeway LLC, and are confidential. The information provided is intended to be for the use of the individual that it addresses. If you are not the intended recipient, be aware that the review, disclosure, copying, or use of the contents of this information is prohibited.

SUBCONTRACTOR CHANGE ORDER



AGREEMENT NAME	Subcontractor Agreement dated April 18, 2017 between MJ Freeway, LLC and TreCom Systems Group, Inc.		
CONTRACT NO.	Subcontractor Agreement associated with Prime Contract RFQ 6100040415	CHANGE ORDER NO.	13
REQUESTING PARTY	MJ Freeway, LLC	DATE OF REQUEST	April 11, 2019

ITEM	DESCRIPTION
Section 7 is amended to add the following services:	<p>Tier 1/Dispatch services will be provided for the period 01 July 2019 – 31 December 2019. This Change Order 13 extends the current Tier1/Dispatch resources. Change Order 13 also includes TreCom providing all Tier 1/Dispatch support services during the hours of 7 AM – 5 PM Eastern Time, 365 days of the year. The additional resources are necessary to address the continued increased call volumes/average length of calls to provide proper support to the Pennsylvania Medical Marijuana Program. The following support related Service Level Agreements are waived during this period:</p> <ol style="list-style-type: none"> 1. First Call Resolution 2. Calls that receive a busy signal 3. Dropped call by user rate 4. On hold wait time <p>TreCom will not be held accountable for any missed SLA due to changes in system functionality, legislation, expansion in medical marijuana business processes, or identified system defects that are not resolved in a timely manner.</p> <p>During this period, TreCom Systems Group Tier 1/Dispatch team will track the following metrics:</p> <ol style="list-style-type: none"> 1. Total calls per day 2. Dropped Calls per day <p>Change Order 13 also includes IVR configuration, customization, reporting, and support provided by TreCom for the period 01 July 2019 – 31 December 2019.</p>
Section 11 is amended to include the following dates:	Tier 1/Dispatch and IVR services will be provided for the period 01 July 2019 – 31 December 2019.
Section 12 is amended to add the following payment information:	<p>Prime Contract Change Order 13 has been approved to fund the additional Tier1/Dispatch and IVR services for the period 01 July 2019 – 31 December 2019. TreCom to be paid an additional \$462,000.00 for the additional services rendered during this period.</p> <p>This additional cost will be included by MJ Freeway in the invoices listed below and is in addition to the current contracted quarterly costs to the PA DOH and paid to TreCom per contract terms.</p>

	August 1, 2019 - Additional \$308,000.00 (Includes July 2019) November 1, 2019 – Additional \$154,000.00
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Subject to the modifications herein, the Subcontractor Agreement shall remain in full force and effect.

This change order shall become binding upon execution.

Executed by:

Contractor

MJ Freeway, LLC

By: _____
Signature

Printed Name _____

Title _____

Date _____

Subcontractor

TreCom Systems Group, Inc.

By: 
Signature

Phillip R. Gring

Printed Name _____

COO

Title _____

April 16, 2019

Date _____

SUBCONTRACTOR CHANGE ORDER



AGREEMENT NAME	Subcontractor Agreement dated April 18, 2017 between MJ Freeway, LLC and TreCom Systems Group, Inc.		
CONTRACT NO.	Subcontractor Agreement associated with Prime Contract RFQ 6100040415	CHANGE ORDER NO.	14
REQUESTING PARTY	MJ Freeway, LLC	DATE OF REQUEST	December 2, 2019

ITEM	DESCRIPTION
Section 7 is amended to add the following services:	<p>Tier 1/Dispatch services will be provided for the period 01 January 2020 – 31 March 2020. This Change Order 14 extends the current Tier1/Dispatch resources. Change Order 14 also includes TreCom providing all Tier 1/Dispatch support services during the hours of 7 AM – 5 PM Eastern Time, 365 days of the year. The additional resources are necessary to address the continued increased call volumes/average length of calls to provide proper support to the Pennsylvania Medical Marijuana Program. The following support related Service Level Agreements are waived during this period:</p> <ol style="list-style-type: none"> 1. First Call Resolution 2. Calls that receive a busy signal 3. Dropped call by user rate 4. On hold wait time <p>TreCom will not be held accountable for any missed SLA due to changes in system functionality, legislation, expansion in medical marijuana business processes, or identified system defects that are not resolved in a timely manner.</p> <p>During this period, TreCom Systems Group Tier 1/Dispatch team will track the following metrics:</p> <ol style="list-style-type: none"> 1. Total calls per day 2. Dropped Calls per day <p>Change Order 14 also includes IVR configuration, customization, reporting, and support provided by TreCom for the period 01 January 2020 – 31 March 2020.</p>
Section 11 is amended to include the following dates:	Tier 1/Dispatch and IVR services will be provided for the period 01 January 2020 – 31 March 2020.
Section 12 is amended to add the following payment information:	<p>Prime Contract Change Order 14 has been approved to fund the additional Tier1/Dispatch and IVR services for the period 01 January 2020 – 31 March 2020. TreCom to be paid an additional \$231,000.00 for the additional services rendered during this period.</p> <p>This additional cost will be included by MJ Freeway in the invoices listed below and is in addition to the current contracted quarterly costs to the PA DOH and paid to TreCom per contract terms.</p>

	January 1, 2020 - \$77,000.00 February 1, 2020 – Additional \$154,000.00
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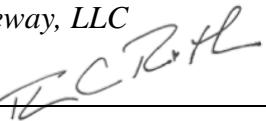
Subject to the modifications herein, the Subcontractor Agreement shall remain in full force and effect.

This change order shall become binding upon execution.

Executed by:

Contractor

MJ Freeway, LLC

By: 
Signature

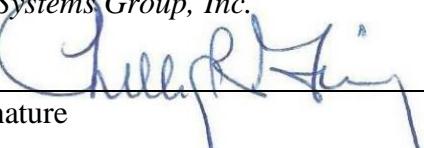
Thomas Roth
Printed Name

Director of Regulatory Systems
Title

1/10/2020
Date

Subcontractor

TreCom Systems Group, Inc.

By: 
Signature

Phillip R. Gring
Printed Name

COO
Title

December 2, 2020
Date

SUBCONTRACTOR CHANGE ORDER



AGREEMENT NAME	Subcontractor Agreement dated April 18, 2017 between MJ Freeway, LLC and TreCom Systems Group, Inc.		
CONTRACT NO.	Subcontractor Agreement associated with Prime Contract RFQ 6100040415	CHANGE ORDER NO.	15
REQUESTING PARTY	MJ Freeway, LLC	DATE OF REQUEST	February 27, 2020

ITEM	DESCRIPTION
Section 7 is amended to add the following services:	<p>Tier 1/Dispatch services will be provided for the period 01 April 2020 – 30 June 2020. This Change Order 15 extends the current Tier1/Dispatch resources. Change Order 15 also includes TreCom providing all Tier 1/Dispatch support services during the hours of 7 AM – 5 PM Eastern Time, 365 days of the year. The additional resources are necessary to address the continued increased call volumes/average length of calls to provide proper support to the Pennsylvania Medical Marijuana Program. The following support related Service Level Agreements are waived during this period:</p> <ol style="list-style-type: none"> 1. First Call Resolution 2. Calls that receive a busy signal 3. Dropped call by user rate 4. On hold wait time <p>TreCom will not be held accountable for any missed SLA due to changes in system functionality, legislation, expansion in medical marijuana business processes, or identified system defects that are not resolved in a timely manner.</p> <p>During this period, TreCom Systems Group Tier 1/Dispatch team will track the following metrics:</p> <ol style="list-style-type: none"> 1. Total calls per day 2. Dropped Calls per day <p>Change Order 15 also includes IVR provided by TreCom for the period 01 April 2020 – 30 June 2020.</p>
Section 11 is amended to include the following dates:	Tier 1/Dispatch and IVR services will be provided for the period 01 April 2020 – 31 June 2020.
Section 12 is amended to add the following payment information:	<p>Prime Contract Change Order 15 has been approved to fund the additional Tier1/Dispatch and IVR services for the period 01 April 2020 – 30 June 2020. TreCom to be paid an additional \$231,000.00 for the additional services rendered during this period.</p> <p>This additional cost will be included by MJ Freeway in the invoices listed below and is in addition to the current contracted quarterly costs to the PA DOH and paid to TreCom per contract terms.</p> <p style="text-align: center;">EXHIBIT B</p>

	April 1, 2020 - \$77,000.00 May 1, 2020 – Additional \$154,000.00
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Subject to the modifications herein, the Subcontractor Agreement shall remain in full force and effect.

This change order shall become binding upon execution.

Executed by:

Contractor

MJ Freeway, LLC

By: TCR
Signature

Thomas Roth
Printed Name

Director of Regulatory Systems
Title

3/24/2020
Date

Subcontractor

TreCom Systems Group, Inc.

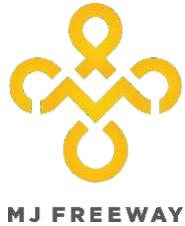
By: Phillip R. Gring
Signature

Phillip R. Gring
Printed Name

COO
Title

February 27, 2020
Date

SUBCONTRACTOR CHANGE ORDER



AGREEMENT NAME	Subcontractor Agreement dated April 18, 2017 between MJ Freeway, LLC and TreCom Systems Group, Inc.		
CONTRACT NO.	Subcontractor Agreement associated with Prime Contract RFQ 6100040415	CHANGE ORDER NO.	16
REQUESTING PARTY	MJ Freeway, LLC	DATE OF REQUEST	June 10, 2020

ITEM	DESCRIPTION
Section 7 is amended to add the following services:	<p>Tier 1/Dispatch services will be provided for the period 01 July – 03 August 2020. This Change Order 16 extends the current Tier1/Dispatch resources. Change Order 16 also includes TreCom providing all Tier 1/Dispatch support services during the hours of 7 AM – 5 PM Eastern Time, 365 days of the year. The additional resources are necessary to address the continued increased call volumes/average length of calls to provide proper support to the Pennsylvania Medical Marijuana Program. The following support related Service Level Agreements are waived during this period:</p> <ol style="list-style-type: none"> 1. First Call Resolution 2. Calls that receive a busy signal 3. Dropped call by user rate 4. On hold wait time <p>TreCom will not be held accountable for any missed SLA due to changes in system functionality, legislation, expansion in medical marijuana business processes, or identified system defects that are not resolved in a timely manner.</p> <p>During this period, TreCom Systems Group Tier 1/Dispatch team will track the following metrics:</p> <ol style="list-style-type: none"> 1. Total calls per day 2. Dropped Calls per day <p>Change Order 16 also includes IVR provided by TreCom for the period 01 July – 03 August 2020.</p>
Section 11 is amended to include the following dates:	Tier 1/Dispatch and IVR services will be provided for the period 01 July – 03 August 2020.
Section 12 is amended to add the following payment information:	<p>Prime Contract Change Order 16 has been approved to fund the additional Tier1/Dispatch and IVR services for the period 01 July – 03 August 2020 2020. TreCom to be paid an additional \$86,985.00 for the additional services rendered during this period.</p> <p>This additional cost will be included by MJ Freeway in the invoices listed below and is in addition to the current contracted quarterly costs to the PA DOH and paid to TreCom per contract terms.</p>

	July 1, 2020 - \$86,985.00
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Subject to the modifications herein, the Subcontractor Agreement shall remain in full force and effect.

This change order shall become binding upon execution.

Executed by:

Contractor

MJ Freeway, LLC
By: *TCR*

Signature

Thomas Roth
Printed Name

Director of Regulatory Systems
Title

6/29/2020
Date

Subcontractor

TreCom Systems Group, Inc.
By: *Phillip R. Gring*

Signature

Phillip R. Gring
Printed Name

COO
Title

June 10, 2020
Date